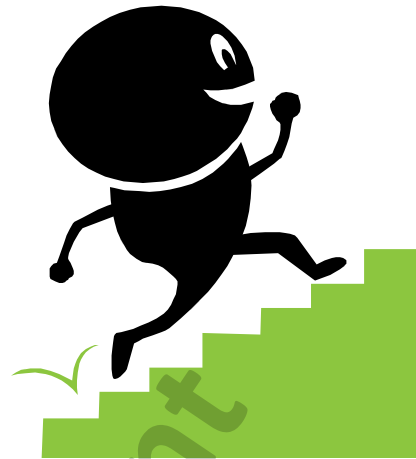


# Easy Steps



## **Unit 9677 (v8)**

**Participate in a team or group  
which has an objective**

- ☒ Easy to follow
- ☒ Step-by-step instructions
- ☒ Covers Unit Standard Criteria

*A Cheryl Price Publication*

## **Unit Standard 9677 (Version 8)**

### **Participate in a team or group which has an objective**

This book covers the course outline for the following New Zealand Qualifications Authority Unit Standard:

Unit Standard 9677 - COMMUNICATION SKILLS, INTERPERSONAL COMMUNICATIONS  
(Level 2, Credit 3)

Participate in a team or group which has an objective (Version 8).

All topics in this Unit Standard are included in this book.

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## Unit Standard 9677 Version 8

<b>Title</b>	<b>Participate in a team or group which has an objective</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	People credited with this unit standard are able to participate in a team or group which has an objective.
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<b>Classification</b>	Communication Skills > Interpersonal Communications
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<b>Available Grade</b>	Achieved
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### Explanatory notes

- 1 This unit standard is one of a sequence about working as part of a team or group:  
Unit 3503, *Participate and communicate in a team or group to complete a routine task*, level 1  
Unit 9677, *Participate in a team or group which has an objective*, level 2  
Unit 9681, *Contribute within a team or group which has an objective*, level 3  
Unit 11101, *Collaborate within a team or group which has an objective*, level 4.
- 2 Definition  
In this unit standard, *participate* means to be part of a team or group working towards the achievement of an objective under direction and supervision.
- 3 All assessment activities must comply with the policies, procedures, and requirements of the organisation/s involved.
- 4 People should be assessed against this unit standard in a real-life context using naturally occurring evidence or in simulated conditions that demand performance equivalent to that required in the real-life context.  
  
Where naturally occurring evidence is used for assessment against this unit standard, a verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.
- 5 This unit standard is about working with other people in a team or group. While the objective should be generally agreed to be achievable, meeting the team or group objective is not a requirement for award of credit.

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## Outcomes and evidence requirements

### Outcome 1

Participate in a team or group which has an objective.

### Evidence requirements

- 1.1 Team or group objective is identified.
- 1.2 Own role in the team or group is identified.
- 1.3 Contributions made are relevant to achievement of the objective.  
Range contributions include – ideas, information.
- 1.4 Questions are used to clarify and obtain information from other team or group members.
- 1.5 Respect is shown for the contributions of others.
- 1.6 Actions relevant to achievement of the objective are carried out in accordance with the requirements and expectations of the team or group.
- 1.7 Candidate demonstrates commitment to the team or group through attendance and completion of allocated tasks.

<b>Replacement information</b>	This unit standard replaced unit standard 1300.
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<b>Planned review date</b>	31 December 2016
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### Status information and last date for assessment for superseded versions

Process	Version	Date	Last date for Assessment
Registration	1	28 February 1997	31 December 2012
Revision	2	18 March 1998	31 December 2012
Revision	3	7 July 1998	31 December 2012
Revision	4	8 June 1999	31 December 2012
Revision	5	22 January 2003	31 December 2012
Revision	6	22 September 2003	31 December 2012
Review	7	25 July 2006	31 December 2013
Review	8	17 November 2011	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0023
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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## Section

# 1

## Introduction to Group and Team Work

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### Learning Outcomes

*At the end of this section you will have learned about -*

- ☐ The advantages of working in groups and teams
- ☐ The importance of objectives for a team
- ☐ The role of a team within the organisation
- ☐ Developing a group or team
- ☐ Identifying the team's objective
- ☐ Identifying your own role in the team

# Why work in groups or teams?

A *team* is a collection of people linked in a common purpose – a “cooperative unit”. A *group* is also a collection of people, but generally brought together more informally to work together only in the short term. Members of a “team” usually have a longer-term relationship. However, for the purposes of this unit we will treat the two terms “group” and “team” as being the same thing.

When you think about it, you have to work in groups and teams in all aspects of your life. At school, there is the wider group of the school itself, your form year, your form room, your maths class, your sports team or debating team. How often have you and a friend been separately struggling with a tricky homework assignment, but once you team up together, you are able to work it out?

Outside school, you might belong to a tennis team, a church youth group or volunteering group – even your family can be considered a group or team.

Work situations often demand that we work together as a group towards a common goal or objective, and within any organisation there might be a myriad of different sub-groups you belong to. The vital ingredients which hold most groups or teams together, and keep them working towards their common goal, are **communication and cooperation**. We need to develop skills in these areas to ensure that the teams we take part in run effectively, and to be able to identify and know what to do when our team or group is not fulfilling its potential. We will address these ingredients later in this book.

People can work in groups in different ways. In this book we will discuss ‘participation’ in a group, where direction and supervision are provided rather than the team members working very independently.



## Exercise 1

Write down all the groups and teams that you belong to in the various aspects of your life.

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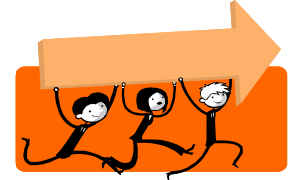


## Benefits of working in groups and teams

Although each person in a team is an individual, the essence of teamwork is that the people making up the group or team are working together to achieve a common goal.

You may have heard the expression a group or team is “worth more than the sum of its parts”. This means that a group of people working together will achieve more than all the individuals working separately – “two heads are better than one” conveys the same meaning!

Here are some good reasons for forming a team.



### ***Sharing a large workload***

Often a task is too big or complex for one person to do on their own, or to do within the time required. Breaking down a complex task into “bite-size pieces” makes the job more doable. For example, a study group might have a huge reading list to tackle for an upcoming project. Assigning each member of the group a portion of the list and asking them to report back to the group on what they have learned makes the revision achievable. In the same way, the marketing team in a large organisation might assign various tasks to the members, eg researching contact names, designing a flyer, drafting a covering letter, etc.

### ***People power***

Different group members contribute different knowledge and skills, so that together the team can do things that the individuals could not do on their own.

### ***Encouraging participation and involvement***



Even when a particular task could be accomplished by a single person, sometimes it may be important to allow a number of different people to have a say. For example, the owner of a business could simply choose, on her own, to go out and commission a new logo for the company. But if she wants her employees to feel committed to the logo and to the company, she could create a team to choose the logo so that more employees have input on the design.

### ***Growing understanding***

Discussing something with others and working out problems together can help you understand the subject or the problem more clearly.

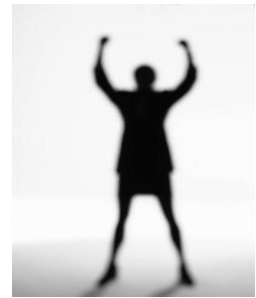
### ***Individual benefits***

Working in groups can have many benefits for the individuals involved too, such as the following:

- Group work develops your skills in dealing with other people;
- Speaking up in front of other people gives you confidence to voice your opinions and debate them with others;
- Working with new people can bring out skills and talents that you did not know you had;
- Being responsible to a group can help you develop time-management and decision-making skills.

# Objectives

Every group is formed with an objective in mind. An objective is a goal. Achieving that objective or goal is the reason why the team is created in the first place. It might be a short-term objective, for example to achieve the highest sales figures for the month of October, or a long-term objective, for example to climb each of the world's highest peaks. Not all goals have such lofty aspirations – even the most everyday reason for forming a group can be considered a goal, and treated as something to work towards. The establishment of an objective gives a team its direction and its purpose for being.



## Team objectives

Objectives should be understood and accepted by all team members. There must be a sense of commitment to the objective. For team members to feel that sense of commitment and mutual accountability, the objective must be relevant, both to the team as a whole and to each of the team members individually. It is hard to muster any enthusiasm about working towards a goal if you could not care less about it. To help ensure that team members care about the goals, it helps if they have input on creating them.

## Team members' objectives

An individual within a team might have his or her own objectives in addition to the team goals. For example, a member of the team scaling the highest peaks might have the personal goal of climbing Mt Everest, something which he had not achieved on his last attempt. That team member's goal is complementary to the team's overall goal of climbing the tallest peaks. He will work towards that objective by making sure that he is as fit as he can be, and brushing up on his knowledge of the mountain and of mountain safety, all skills which will ultimately also benefit the team as a whole.

### Exercise 2

Choose four of the groups and teams that you wrote down in Exercise 1, and write down the objective that those teams have.

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## The team's place in the organisation

The objectives of any team must be compatible with the overall objectives of the organisation. After all, there is no point in establishing a marketing team to research the market for apples if the organisation only wants to sell pears.

An organisation's overall objective is often contained in its *mission statement*. A mission statement is a generalised aim for the company that expresses what it wants to achieve, but does not go into very much detail.

Examples of mission statements are:

- We want to be the market leader in sales of hand-painted ceramics;
- We want to become a global brand;
- We will place the customer first at all times;
- We will give 10% of annual profits back to the community.



It is essential that each work group within an organisation is aware of the overall mission statement of the organisation so that they can align the team objectives with the overall objective of the organisation.

The organisation's general mission statement will set the tone for the team's work, and each of the team's specific goals will flow from it.

### Exercise 3

For each of the suggested mission statements given above, suggest a team that could be created to help achieve that goal, and one specific objective that that team might have.

*We want to be the market leader in sales of hand-painted ceramics* .....

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*We want to become a global brand* .....

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*We will place the customer first at all times* .....

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*We will give 10% of annual profits back to the community* .....

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## The organisation's policies, procedures and requirements

Each place of work is different, and each has different requirements regarding staff behaviour and presentation, and policies and procedures on how tasks need to be carried out. When you enter a new workplace, one of the first things you will need to find out is: *How should I look while I am at work?* There are likely to be rules on this set down by the organisation – these are examples of ‘organisational requirements’.

Organisational requirements give employees a framework so that they know what is expected of them. When working for a team, these requirements must still be complied with. Some examples of requirements that might be applicable are:

- How to answer a telephone call
- How information is filed
- Who to contact for permission to purchase something
- How to get promotional material authorised.



### ***Where to find information on your organisation's requirements and policies***

It is essential that you learn what the particular rules are in your own organisation. Every organisation will be different.

They could be found in any of the following places:

- Practice guidelines
- Job description
- Employment contract
- Workplace manual
- Standard Operating Procedures Guide
- Health and safety manual
- Your workplace internet or intranet site
- On a notice board
- Escalation procedures
- By asking your supervisor or line manager.

